

# Burnout Prevention and Recovery for Community Health Workers



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 [www.chwtraining.org](http://www.chwtraining.org)



Key courses:

- Depression and Anxiety: Help Others Cope
- Behavioral Healthcare
- Substance Use

# Dr. Jeanine Joy



Happiness 1<sup>st</sup> Institute



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@JeanineJoyJoy



Author of:

- *Harness the Power of Resilience*
- *Mental Wellness Made Easy*
- *Burnout Prevention and Recovery, Resilience and Retention*
- *Prevent Suicide the Smart Way*
- *Rescue Our Children from the War Zone*

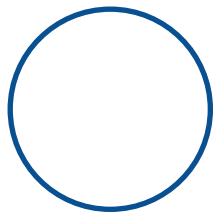


## Outcomes for today

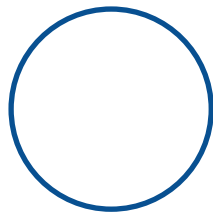
- Stop perceiving burnout as an undefined threat
- Learn your role in preventing and recovering from burnout
- Recognize warning signs
- Apply strategies that proactively combat burnout risk
- Identify workplace policies that inadvertently contribute to burnout



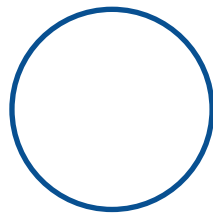
## Why are you here?



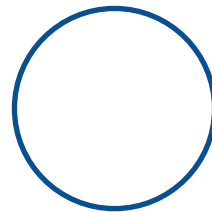
**CHW?**



**Supervisor?**



**Administrator?**



**Someone else?**

**Can you  
define  
burnout?**





## What is burnout?



## Compassion fatigue vs. burnout



**Compassion fatigue** = emotional strain from working with those suffering from traumatic events.

**Burnout** is not trauma-related.



## Compassion Fatigue Causes

- Seeing people get sick or die.
- Seeing or learning about violence.
- Trouble finding resources or support for clients.
- Lack of training for self or supervisors.





## What it sounds like

**"I'm too stressed** to go into work today."

**"Nobody appreciates** our hard work."

**"I don't want to go to sleep tonight**, because I don't want to dream about the day I had."

**"There's no way** I can help all my clients."





## Burnout causes

- Low autonomy
- Bureaucratic tasks
- Chronic Stress
- Difficult work relationships
- Lack of purpose and meaning
- High Demands
- Inadequate coping/stress management skills (unhealthy habits of thought)



# Are you burned out?

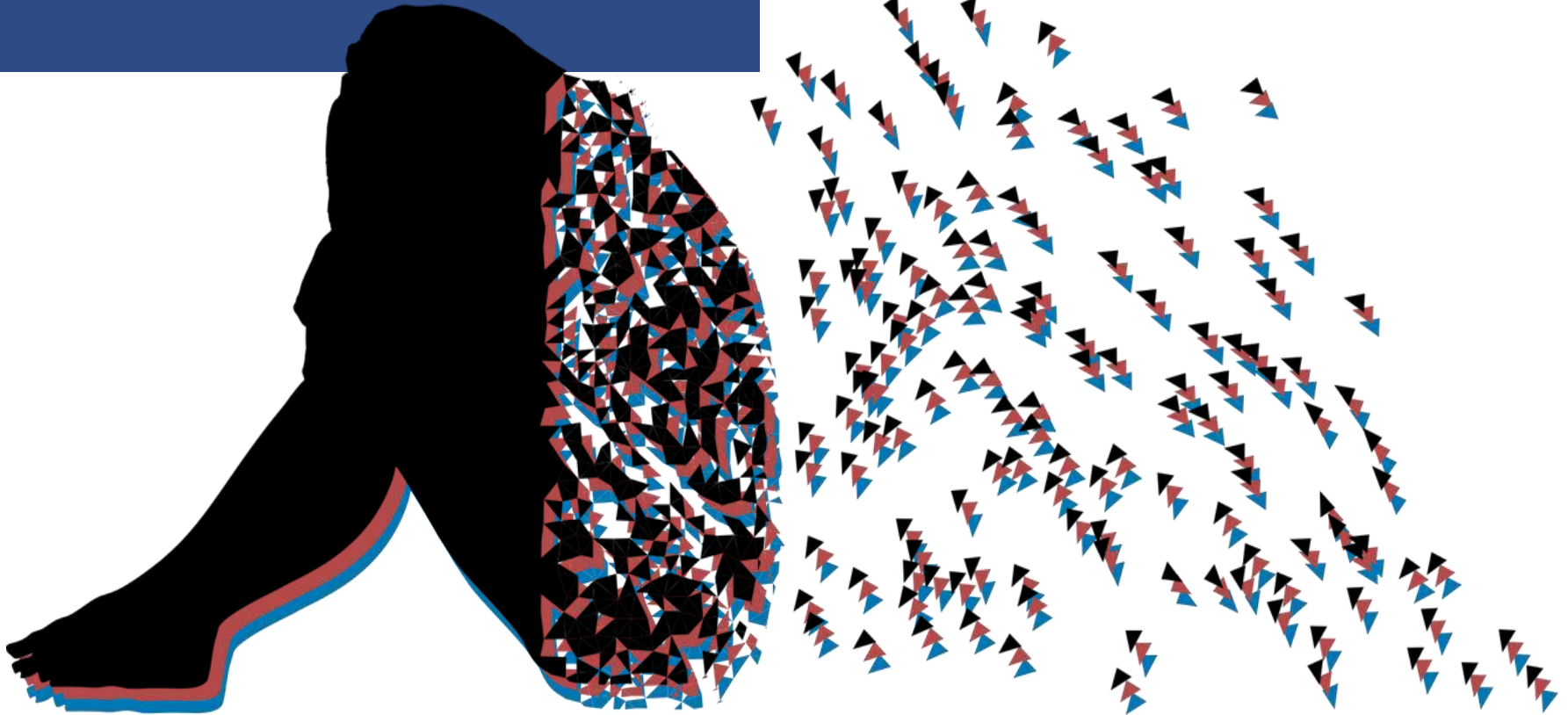
Complete the self-test

1. Have you felt burned out from your work? ☐ Yes ☐ No
2. Have you worried that your work is hardening you emotionally or felt cynical toward your work or clients? ☐ Yes ☐ No
3. Have you often felt down, depressed, hopeless, or wondered what was the point of it all? ☐ Yes ☐ No
4. Have you fallen asleep unexpectedly or when you didn't want to such as when you were driving? ☐ Yes ☐ No
5. Have you felt overwhelmed, as if there is too much to do and that completing all the tasks is impossible? ☐ Yes ☐ No
6. Have you felt anxious, depressed, irritable, or easily angered? ☐ Yes ☐ No
7. Has your physical health declined or have you been ill more frequently? ☐ Yes ☐ No
8. Do you feel your work is important and that it matters? ☐ Yes ☐ No
9. Do you find yourself simply wanting to escape your reality such as by reading a lot of fiction, binge watching shows, surfing the web, alcohol or drugs or other addictive behaviors? ☐ Yes ☐ No



## Symptoms

- Emotional exhaustion (fatigue)
- Depersonalization -- cynicism
- Low sense of accomplishment



# Stress Management Skills

- ❖ **Enhanced Self-awareness**
- ❖ **Disempowered to empowered**
- ❖ **Shifting focus**

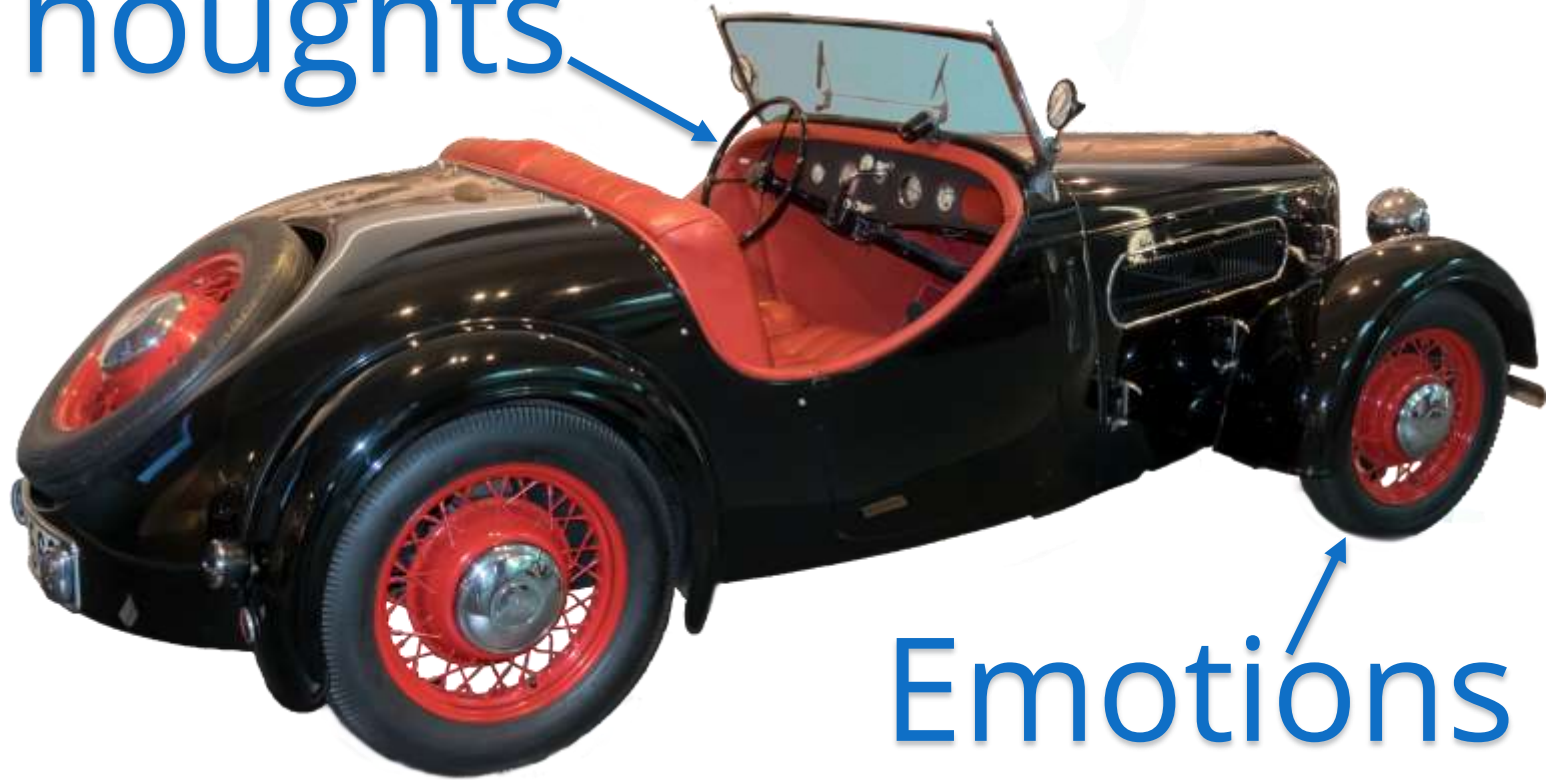
## Purpose of Emotions

- The purpose of emotions has been scientifically re-defined.
- Emotions are sensory feedback. Sight and Sound are sensory feedback.
- The purpose of our emotions is to guide us toward self-actualization. The guidance is unique to each of us (based on our personal goals—spoken and unspoken).

Baumeister, Vohs, DeWall, and Zhang, 2007; Hopp, Troy, and Mauss, 2011; Kwong, Wong, & Tang, 2013; Peil, 2014; Carver, 2015;

**Movement toward  
ever-expanding  
self-determined goals**

# Thoughts



# Emotions



# Emotional Guidance + Psychological Flexibility



*Nimble  
Happy*

**Best Feeling = Best because it leads to:**

- **Lowest stress**
- **Best health (mental & physical)**
- **Best cognitive abilities**
- **Highest intrinsic motivation**

**Interplay with goals  
(long/short)**

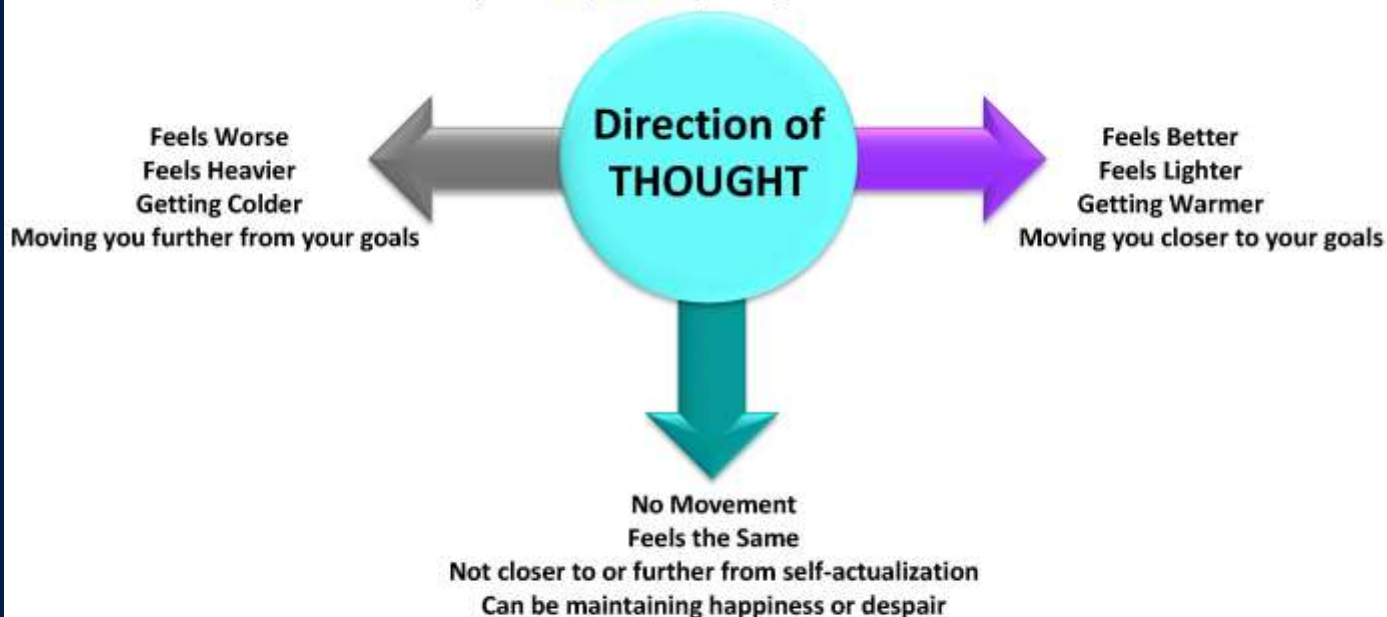
Support strategy 1

**Pay attention to your  
emotions and understand  
their meaning.**

Enhanced self-awareness

## How Your Emotional Guidance Feedback System Works

Your Current Thought is compared to your Highest Level of Self-Actualization



Specific thoughts accelerate momentum.  
General thoughts put the brakes on.  
No thought (meditation) pushes the reset button on emotional state, but most people resume prior emotional state after meditation

The more time you spend moving in either direction, and/or at any particular emotional state, the more momentum you develop that will keep you moving in that direction (or stable in that emotional state).

## Conscious vs. Unconscious Mind Capabilities

### **Conscious:**

**50 bits of data  
every moment**

**Data is filtered**

**Unconscious:  
10 million bits  
of data every  
moment**

**Data is raw  
(Big Data)**

## Major Filters

- **Beliefs**
- **Expectations**
- **Emotional State**
- **Focus**
- **Change**

## Indicators of Stress



# Most Thinking is Programmed Thought

## Creatures of Habit

- We may think it is our personality but it is really:

***Our mood + habits of thought***

Our habits of thought feed mood

Our Mood feeds our habits of thought

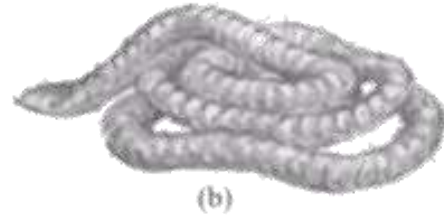
*Our thoughts are mood congruent.*

## Thoughts Drive Words, Emotions, and Behavior

Mood and habits of thought drive automatic thought, which gives mood a significant impact on words and behavior.

*We can consciously control our thoughts.*

# Mood Congruent Perceptions



Tabibnia, Lieberman, & Craske, The lasting Effect of Words on Feelings: Words may Facilitate Exposure Effects to Threatening Images, *Emotion*, 2008, 8(3)

## Emotional information processing in depression and burnout: an eye-tracking study

Renzo Bianchi · Eric Laurent

Received: 12 July 2014  
© Springer-Verlag Berlin Heidelberg 2014

**Abstract** Whether emotional information processing is altered in burnout is unclear. The aim of the present study was to investigate the influence of the burnout syndrome on emotional attentional processing in human services employees and depression. Eye-tracking of overt attention of 30 human services employees was monitored as they freely viewed a series of emotional images, labeled as dysphoric, positive, anxiogenic, and neutral. Similar to depression, burnout was associated with increased attention for dysphoric stimuli and decreased attention for positive stimuli

What the burned out eyes are able to see is limited:  
Eye-tracking of attention of burned out and depressed participants was the same: more focus on dysphoric stimuli / less focus on positive stimuli

burnout, characterized by emotional exhaustion, the hallmark of burnout, is a state of chronic fatigue and helplessness; it reflects the worker's experience of unresolvable stress and is considered the entry point into the syndrome; depersonalization characterizes a way of coping with emotional exhaustion by detaching oneself from one's

# Perception

**All Communication is Translation**

## Habits of Thought

**Life + Unhealthy habits of thought = Chronic Stress**

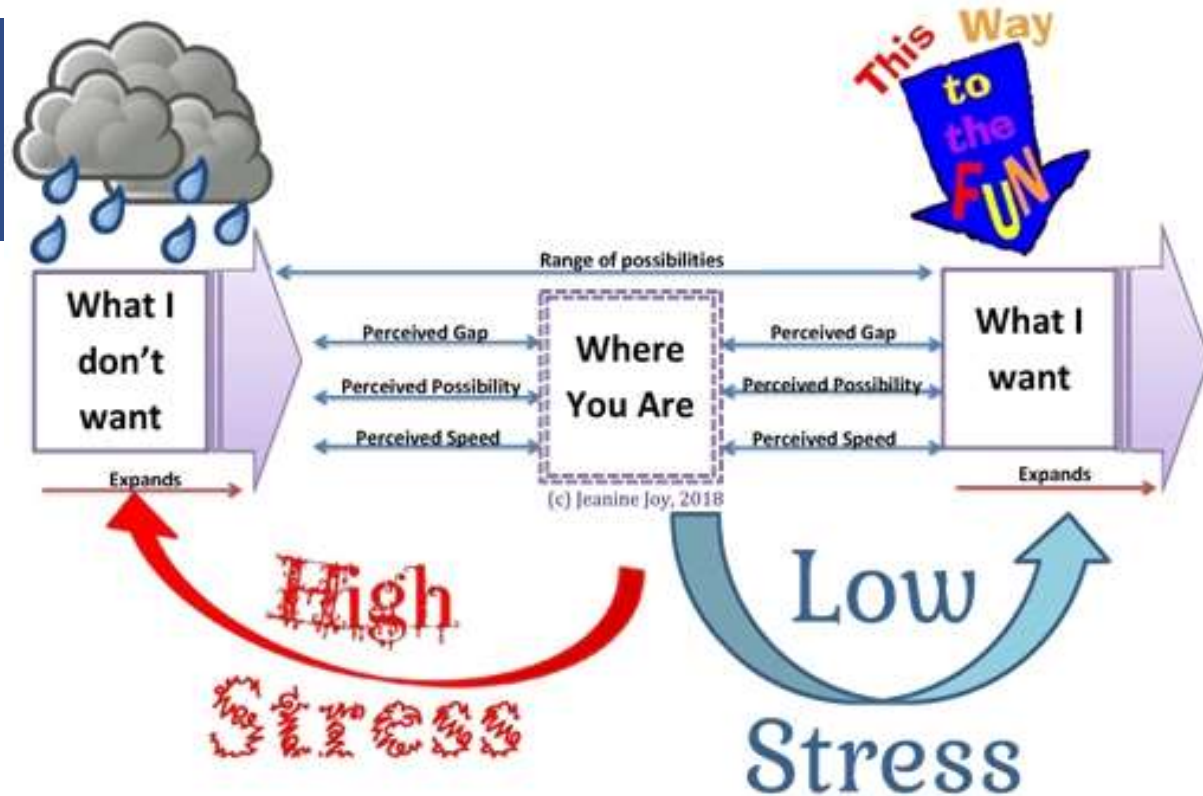
**Life + Healthy habits of thought = Less Stress**



## Healthy Habits of Thought

- Optimism
- Healthy Self-esteem
- Internal Locus of Control
- Self-compassion
- Habit of using Cognitive Reappraisal
- Reframing
- Appreciation
- Look for the Silver Lining
- Growth Mindset
- Sense of Autonomy
- Metacognition
- Supportive Beliefs
- Positive Expectations
- Expectant Questions
- Recognizing Emotions
- Self-love
- Self-respect
- Healthy Happiness Contract
- Advanced Stress Management Strategies

## Support strategy 2



Disempowered to empowered

## Change Focus





## Shifting focus

It's a good time to take a break.

I don't have to do anything until I want to.

I can enjoy simple things if I think about them.

Are there better ways to make this happen?

A lot of things that matter are good.



I don't feel like doing anything.

I'm not interested in anything.

Nothing exciting ever happens.

Why try? It won't work out anyway.

I'm so tired of trying.

Nothing really matters anyway.



## Tips for supervisors

- Proactively work to prevent burnout
- Ensure work policies don't increase the risk of burnout
  - Provide autonomy whenever possible
  - Keep bureaucratic tasks to a minimum
  - Do not allow incivility to normalize
  - Positively focused, strengths-based
  - Connect purpose to roles
  - Teach stress management skills
- Be clear about job responsibilities

## Tips for CHWs

- Develop healthy habits of thought
- Prioritize self-care
- Shift your perspective
- Reduce exposure to stressors
- Seek out connections



## Self-care strategies

- Play
- Picnics
- Take a break
- Find a friend to talk to
- Limit involvement with clients
- Build a referral network

## What happens when you avoid burnout?

- Sleep better
- Less turnover
- Better productivity
- Less conflict
- Better relationships
- Increased life satisfaction
- Fewer mistakes



## Tips for supervisors

- What supervisors and administrators can do
- Proactively work to prevent burnout
- Ensure work policies don't increase the risk of burnout
  - Provide autonomy whenever possible
  - Keep bureaucratic tasks to a minimum
  - Do not allow incivility to normalize
  - Positively focused, strengths-based
  - Connect purpose to roles
  - Teach stress management skills

# Perspective Change Examples

In the spirit of,

*If life gives you lemons, make lemonade*

## Situation

## Potential Silver Lining

Make a mistake

Learn what not to do

- Very unlikely it will be repeated
- What led to it; avoid that in the future
- Share what you've learned and help others avoid the same mistake
- After a mistake you're better than you were before the mistake because you've learned something you didn't know

End of a relationship

Opportunity for someone better to enter your life

Disability

Opportunity to help/inspire others

- Christopher Reeve
- Sujit K. Reddy (empowerment speaker born with spina bifida)
- Jon Morrow (can only move his eyes and mouth – inspirational writer)

Death of a child

Make it meaningful

- Dr. Darren R. Weissman (inspirational author)
- Candy Lightner (founded MADD)

Being fired

Find a job better suited to your skills and talents, which may mean a better job that you find more satisfying.

Being laid off

Find a job that you've grown into but wouldn't have looked for without the motivation of a lay-off.  
An opportunity to ask yourself, "What do I want to do?"

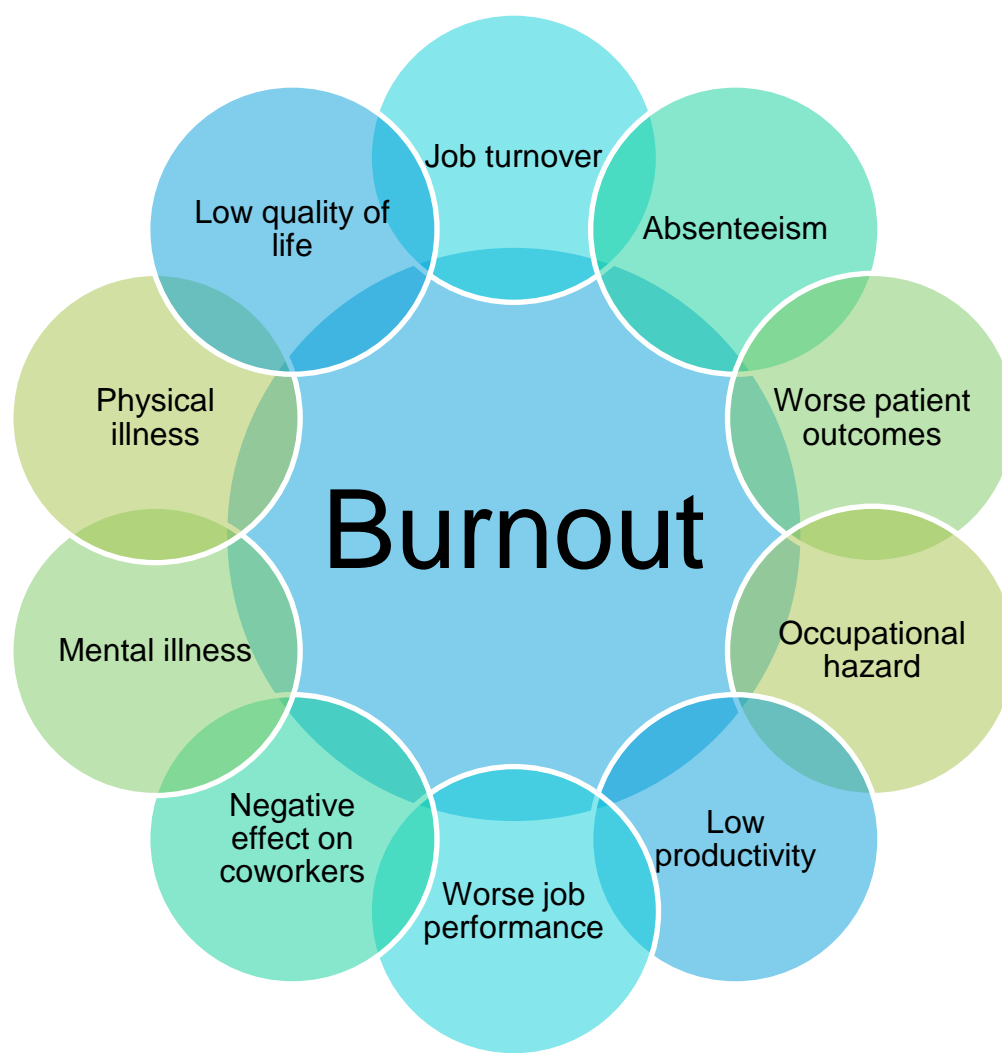
Being abused

Opportunity to realize how strong you are and to help others realize the same.

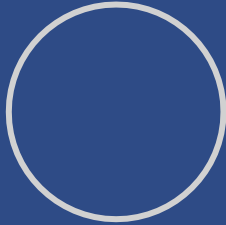
## Have we met our learning outcomes?

- Stop perceiving burnout as an undefined threat
- Learn your role in preventing and recovering from burnout
- Recognize warning signs (Stress symptoms handout and questionnaire)
- Apply strategies that proactively combat burnout risk
- Identify workplace policies that inadvertently contribute to burnout

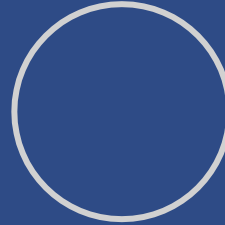
## Effects of burnout



# Questions



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# Before you go!

- Self-Care Gift Basket
- Resources: <https://store.samhsa.gov/tags/mental-illness>

- <https://www.ncbi.nlm.nih.gov/pubmed/18453461> (Baumeister, Vohs, DeWall, and Zhang, 2007)
- <https://www.ncbi.nlm.nih.gov/pubmed/21432692> (Hopp, Troy, and Mauss, 2001)
- <https://www.ncbi.nlm.nih.gov/pubmed/23831563> (Kwong, Wong, & Tang, 2013)
- <https://www.ncbi.nlm.nih.gov/pubmed/?term=peil+2014++global+advances+in+health> (Peil, 2014)
- <https://journals.sagepub.com/doi/abs/10.1177/1754073915590616?journalCode=emra> (Carver, 2015)

## Are you burned out?

*Circle yes or no for each question below. During the past month have you...*

- |   |     |    |
|---|-----|----|
| 1. Have you felt burned out from your work?   | Yes | No |
| 2. Have you worried that your work is hardening you emotionally?  | Yes | No |
| 3. Have you often felt down, depressed, hopeless, or wondered about the point of it all?  | Yes | No |
| 4. Have you fallen asleep unexpectedly or when you didn't want to such as when you were driving?  | Yes | No |
| 5. Have you felt overwhelmed, as if there is too much to do and that completing all the tasks is impossible?  | Yes | No |
| 6. Have you felt anxious, depressed, irritable, or easily angered?  | Yes | No |
| 7. Has your physical health declined or have you been ill more frequently?  | Yes | No |
| 8. Do you feel your work is important and that it matters?  | Yes | No |
| 9. Do you find yourself simply wanting to escape your reality such as by reading a lot of fiction, binge watching shows, surfing the web, using alcohol or drugs, or other addictive behaviors? | Yes | No |

If you've circled more than two, you could be burned out!



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- "Great Course!!! Fantastic list of resources!!!" Cindi Clutterbuck, Participant, Substance Use

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Target	✓	✓	✓	✓	✓	

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